

City Council – Action Request Form

Date: December 12, 2022

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Johnnie Taylor, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving the Renewal of a Contract with Azteca Systems, LLC for Software Licenses and Maintenance for Cityworks Software

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

Cityworks software from Azteca Systems, LLC (Azteca) is used by City staff in multiple departments including Utilities, Property and Facilities Management, Transportation, Recreation and Parks, Finance, Planning and Development Services, WSFD, and Traffic Field Operations. Cityworks is used as the system of record to support work order and asset management (AMS) operations as well as permitting and inspections (PLL) business processes. Both the AMS and PLL solutions provide mobile capabilities for staff in the field, and the PLL component includes the online portal *BuildIT* which is used by the public.

The Azteca platform was deployed in 2015 and renewed in January 2020 for three additional years following City Council approval. The current contract is set to expire on December 31, 2022. Azteca has provided a proposal for the annual renewal of current software licenses and maintenance, including software upgrades, and security patches. Azteca does not partner with any reseller agencies to provide license renewal options and there are no M/WBE vendor options available.

Committee Action:

Committee

Action

For

Against

Remarks:

Azteca provided the Information Systems Department with a multi-year proposal for the renewal of current licenses and maintenance. The total proposed cost for the annual period of January 1, 2023 through December 31, 2023 is \$192,214.80 and reflects a 7% increase. Renewal fees will increase by 6% annually for years two and three, which is consistent with recent renewal trends for software and services in the tech industry.

The following table shows the costs for renewals of software licenses and maintenance for the last three years and the next three years.

Renewal Year	Time Period	Cost	Percentage Increase
2020	1/1/2020 – 12/31/2020	\$155,640.00	0%
2021	1/1/2021 – 12/31/2021	\$161,640.00	3.855%*
2022	1/1/2022 – 12/31/2022	\$179,640.00	11.135**
Three-Year Total		\$496,920.00	
2023	1/1/2023 – 12/31-2023	\$192,214.80	7%
2024	1/1/2024 – 12/31/2024	\$203,747.69	6%
2025	1/1/2025 – 12/31/2024	\$215,972.55	6%
Three-Year Total		\$611,935.04	

* The 2021 renewal increase included the renewal for the Basic Work Order API add-on that was purchased in February 2020.

** The 2022 renewal increase included the renewal of a required license upgrade to the Server PLL Standard Enterprise License Agreement (ELA) that was purchased in October 2021. This license upgrade also included the Cityworks Respond Mobile Application that work crews use in the field.

Approval is requested to renew the software licenses and maintenance agreement with Azteca Systems, LLC. Funding is available in the approved FY22-23 Information Systems operating budget. It is further requested that authorization be granted to renew for two consecutive years at the renewal amounts specified.

Exhibit A includes workforce demographics for Azteca Systems, LLC.